



STATE OF DELAWARE
DEPARTMENT OF STATE
DIVISION OF PROFESSIONAL REGULATION

CANNON BUILDING
861 SILVER LAKE BLVD., SUITE 203
DOVER, DELAWARE 19904-2467

OFFICE OF THE DIRECTOR

TELEPHONE: (302) 744-4500
FAX: (302) 739-2711
WEBSITE: WWW.DPR.DELAWARE.GOV

10/18/2007

Dear Customer/Stakeholder:

The vision we are striving to realize is captured in the following statement: *"Delivering innovative and responsive services through individual and team initiative, creativity and leadership."* To attain this vision, we will implement a new team-oriented administrative unit structure on November 1, 2007. I am sending this communication to outline the new structure and ensure there is no interruption in service to you as we transition.

I believe the following quote embodies the spirit of this letter about change in the Division of Professional Regulation:

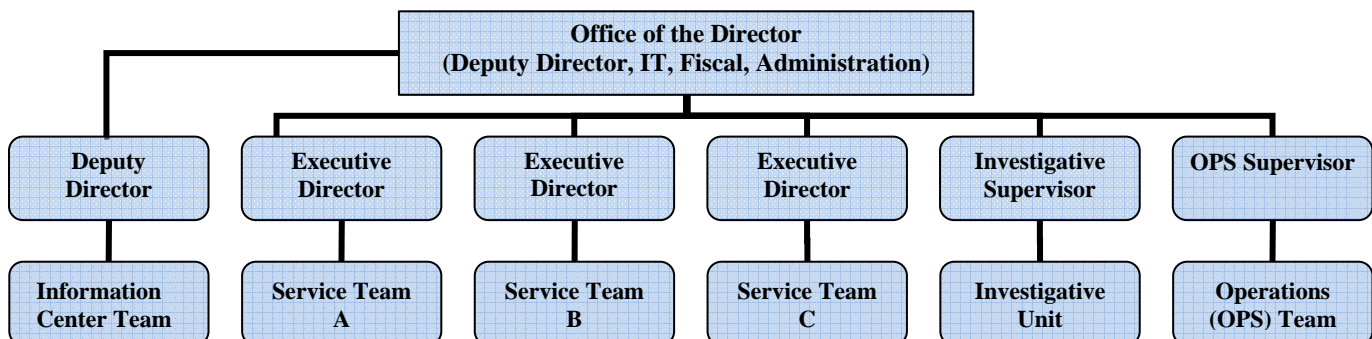
"Our dilemma is that we hate change and love it at the same time; what we really want is for things to remain the same but get better." - **Sydney J. Harris**

Over the past year, we have evaluated our processes, staffing and systems to identify how best to increase responsiveness, service continuity during staff absences and process standardization. The new structure will position us to improve the quality of our services to you.

Three service teams, an information center team and the existing operations support team will make up the restructured administrative unit. Each *service team* will consist of an executive director, a team leader and three staff members assigned to credentialing, licensee and board liaison services.

The 33 boards and commissions will be equitably assigned among the service teams.

New DPR Organizational Chart



In addition to the three service teams, a new *information center team* will increase responsiveness by responding to incoming phone and email inquiries. The team will be centrally located in the office and equipped with a state-of-the-art customer relationship management (CRM) application. The CRM will enable service tickets to be created, tracked and routed. The system is also equipped with an electronic knowledge base populated with information on each profession to help the team respond to inquiries.

The existing operations support and investigative units will round out the Division structure.

The new structure will enable the Division to:

- Optimize workloads and facilitate cross-training to provide service continuity during staff absences or vacancies.
- Achieve functional excellence.
- Enhance service responsiveness and quality.
- Deploy resources with greater flexibility.
- Increase pro-activeness and innovation.
- Quickly search and access Division information from a central electronic knowledge base.

**Service Team
Structure**

Work Categories:

- Board administration/liaison Services
- Licensee Services
- Credentialing Services

The restructure will result in changes with staff that have provided direct support to you in the past with the exceptions of the Executive Directors for the Boards of Nursing, Medical Practice and Pharmacy. Effective November 1st the Division contact information for all boards will be as follows:

Information Center Phone Number	(302) 744-4500
Fax Number	(302) 739-2711
Information Center Email	customerservice.dpr@state.de.us
Website Address	www.dpr.delaware.gov
Mailing Address	[Board/Commission Name] 861 Silver Lake Blvd., Suite 203 Dover, DE 19904

All previously published phone numbers and email addresses will be redirected to the information center on November 1st. Please update your records with the new contact information. The mailing address will remain the same but it is important that mail be addressed to a board/commission not a specific staff member.

I am enthusiastic about our new direction. I believe this restructure will result in a high level of satisfaction for you our customer, the boards/commissions, professional licensees and Division staff while also enhancing public protection in Delaware.

Please contact my office with any detailed questions you may have.

Sincerely,

James L. Collins

James L. Collins
Director